



Australian Government

Complaints Resolution and Referral Service (CRRS)

1800 880 052

jobaccess.gov.au/complaints/crrs

Fact Sheet

The CRRS can help you resolve complaints if a Commonwealth-funded disability employment or advocacy service is not meeting the National Standards for Disability Services.

CRRS is a free and impartial service dealing with complaints about:

- Disability Employment Services (DES)
- Australian Disability Enterprises (ADE)
- Disability Advocacy Services

Unhappy users of any of these services can access the CRRS, which will act as a mediator or facilitator between the individual and the respective service.

What can I lodge a complaint about?

- Not getting the right pay
- Unsafe or poor employment conditions
- Not being respected and valued at work
- Not receiving the training you need to find, keep, or do a new job
- Not getting a service or support that you should be provided with
- Not being allowed to make a complaint or ignoring your complaint
- Abuse and neglect
- Being unfairly exited from a service

If you are not sure if your problem is about the **National Standards for Disability Services**, you can still contact the CRRS and you will be referred to another service that may be able to help you.

Individuals who use the service will:

- Receive impartial and confidential advice
- Be treated with respect and understanding
- Be listened to objectively

Services who participate will:

- Benefit from the skilful investigation
- Value the objective and outcome focused approach
- Gain skills in handling complaints
- Succeed in achieving better resolution of issues

For more information or to make a complaint, contact the CRRS:



Call (toll free)
1800 880 052



Email
crrs@workfocus.com



Visit
jobaccess.gov.au/complaints/crrs



National Relay Service
1800 555 677



Translating and Interpreting Service
13 14 50

Every person has the right to be heard. The CRRS ensures that services are listening